

Making a Positive First Impression

Making the right impression at an important event or on an interview is a must! You may only have a short time to show them you're the best and part of that time should be focused on the way in which you present yourself. Give yourself a competitive edge and make a positive first impression! Here are some guidelines and tips to help you make a good first impression:

Be Prepared

- Do the homework – Know what's suitable to the environment or the setting. Know what you have to bring with you. Any necessary/required paperwork should be in a folder or portfolio. If going on an interview, bring three copies of your resume and a typed list of three references
- Location – Know the address and map out the directions or drive by the evening before so you know where you are going and ensure you will be on time
- Know who you are meeting with. If going on an interview, learn about the company on their website before you walk in the door

Always Dress Professionally

- Inquire about a dress code while setting up your interview

Make Immediate Contact

- Maintain good posture and composure
- Make eye contact
- Always give a firm handshake; a handshake should be strong but not crushing. Your hands should be clean, warm and dry
- Display an air of polite self-confidence
- Smile – you'll feel more engaged

A Professional Phone and Email Presence Is Important Too

- When placing a phone call, immediately say hello upon answer and introduce yourself; name and purpose of your call. Use your normal, friendly voice
- Speak clearly and use a good tone of speech
- If you have a cell phone and leaving that number as your contact number, ensure your voicemail greeting is professional. Personalization is acceptable – to a point – stay professional!

- When leaving a voicemail message, be short and to the point. Make sure to leave your name, purpose of the call and best number for them to call you back
- Retrieve your messages as soon as possible so you can call the person back in a timely manner
- When sending an email, use a proper subject line, address the email to the person's name, state your name and purpose of the email, as well as the best way to contact you back
- Write professionally; don't use abbreviations or slang words. Format the email the same way you would as a written letter; subject, body, closing, signature line
- Use a professional email address. Avoid creating email addresses with your nickname, pet's name, hobby, silly words or any other personal info besides your name
- Check emails regularly when waiting for a response so you can reply in a timely manner

Be Confident – You've got this!